§ 301–72.301 How do we process unused, partially used, and exchanged tickets?

(a) *For unused or partially used tickets purchased with GTRs:* You must obtain the unused or partially used ticket from the traveler, issue Standard Form 1170 (SF 1170) ''Redemption of Unused Ticket'' to the airline and or travel agency that issued the ticket, maintain a suspense file to monitor the airline/travel agency refund, and record and deposit the airline/travel agency refund upon receipt. See 41 CFR 102–118.145 and the U.S. Government Passenger Transportation Handbook (*http://fss.gsa.gov/transtrav/usgpth.pdf*) for policies and procedures regarding the use of SF 1170.

(b) *For unused or partially used tickets purchased under centrally billed accounts:* You must obtain the unused ticket from the traveler, return it to the issuing office that furnished the airline ticket, obtain a receipt indicating a credit is due, and confirm that the value of the unused ticket has been credited to the centrally billed account.

(c) *For exchanged tickets purchased with GTRs:* You must obtain the airline/travel agency refund application or receipt from the traveler, and maintain a suspense file to monitor the airline/travel agency refund. For additional guidance see 41 CFR 102–118.145 and the U.S. Government Passenger Transportation Handbook (*http://fss.gsa.gov/transtrav/usgpth.pdf*).

[FTR Amdt. 70, 63 FR 15976, Apr. 1, 1998, as amended by FTR Amdt. 108, 67 FR 57967, Sept. 13, 2002]

PART 301–73—TRAVEL PROGRAMS

Subpart A—General Rules

AUTHORITY: 5 U.S.C. 5707; 40 U.S.C. 121(c).

SOURCE: FTR Amdt. 70, 63 FR 15978, Apr. 1, 1998, unless otherwise noted.

Subpart A—General Rules

SOURCE: FTR Amdt. 2003–07, 68 FR 71030, Dec. 22, 2003, unless otherwise noted.

§ 301–73.1 What does the Federal travel management program include?

The Federal travel management program includes—

(a) A travel authorization and claim system that implements the related requirements of the Federal Travel Regulation. (*See* §§ 301–2.1 and 301–52.3 and part 301–71 of this chapter for those requirements);

(b) A TMS that provides reservation and ticketing support and management reports on reservation and ticketing activities. (*See* § 301–73.106 for specific services that should be provided by a TMS);

(c) A Travel payment system for paying travel service providers in accordance to §§ 301–73.300 and 301–73.301 of this chapter;

(d) Contracts and similar arrangements, with transportation and lodging providers (e.g., Government-contract air carriers, rental car companies, trains, hotels (e.g., FedRooms properties), etc.) that give preferential rates and other benefits to Federal travelers on official business; and

(e) A Travel Management Reporting System that covers financial and other travel characteristics required by the biennial Travel Survey (*see* §§ 300–70.1 through 300–70.4 of this title).

NOTE TO § 301–73.1: The E-Gov Travel Service (ETS) fulfills the requirements of paragraphs (a), (b), and (e) of this section.

[FTR Amdt. 2003–07, 68 FR 71030, Dec. 22, 2003, as amended by FTR Amdt. 2007–05, 72 FR 61540, Oct. 31, 2007]

§ 301–73.2 What are our responsibilities as participants in the Federal travel management program?

As a participant in the Federal travel management program, you must—

(a) Designate an authorized representative to administer the program including leading your agency's migration of ETS;

(b) Ensure that you have internal policies and procedures in place to govern use of the program including a plan and timeline to implement ETS no later than December 31, 2004, with agency-wide migration to ETS completed no later than September 30, 2006;

(c) Establish a plan that will measure direct and indirect cost savings and management efficiencies through the use of ETS once deployed. This plan must include your migration plan and schedule which must be submitted by March 31, 2004 to the E-Gov Travel Program Management Office (PMO) (*see* § 301–73.101);

(d) Require employees to use ETS in lieu of your TMS as soon as it becomes available in your agency (unless an exception has been granted in accordance with § 301–73.102 or § 301–73.104), but no later than September 30, 2006; and

(e) Ensure that any agency-contracted travel agency services (TMS) complement and support ETS in an efficient and cost effective manner.

[FTR Amdt. 2003–07, 68 FR 71030, Dec. 22, 2003, as amended by FTR Amdt. 2007–05, 72 FR 61540, Oct. 31, 2007]

Subpart B—eTravel Service and Travel Management Service

SOURCE: FTR Amdt. 2003–07, 68 FR 71030, Dec. 22, 2003, unless otherwise noted.

§ 301–73.100 Must we require employees to use the E-Gov Travel Service?

Yes, unless you have an exception to the use of the ETS (*see* §§ 301–73.102 and 301–73.104), you must have fully deployed the ETS across your agency and require employees to use the ETS for all temporary duty travel no later than September 30, 2006. Agencies must submit their ETS migration plans and schedules by March 31, 2004 to the eTravel PMO, (*see* § 301–73.101). You must implement the ETS no later than December 31, 2004, and require employees to use the ETS as soon as it becomes available in your agency. The Department of Defense and the Government of the District of Columbia are not subject to this requirement.

NOTES TO § 301–73.100: (1) You have the option to use the contracted travel agent service(s) of your choice (through the ETS or other contract vehicles). You have the responsibility for ensuring agency-contracted travel agent services complement and support the ETS in an efficient and cost effective manner.

(2) Award of a task order to a vendor on the ETS Master Contract constitutes ETS implementation. Agency-wide use of the ETS for all travel management processes and travel claim submission constitutes complete migration.

[FTR Amdt. 2003–07, 68 FR 71030, Dec. 22, 2003, as amended by FTR Amdt. 2007–05, 72 FR 61540, Oct. 31, 2007]

§ 301–73.101 How must we prepare to implement ETS?

You must prepare to implement ETS as expeditiously as possible by—

(a) Developing a migration plan and schedule to deploy ETS across your agency as early as possible with full deployment required no later than September 30, 2006;

(b) Requiring employees to use your ETS unless you approve an exception under § 301–50.6, § 301–73.102 or § 301–73.104;

(c) Establishing goals, plans and procedures to maximize agency-wide traveler use of your online self-service

103